



# How can we assist you?

Spirit Airlines is committed to helping any customer who requires special assistance. Let us know how we can better assist you. We will do our best to meet any individual needs.

## Airport Accessibility

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### **Ticket and Gate Counter Accessibility**

Spirit Airlines works closely with the airports we serve to ensure that all facilities are accessible to everyone.

### **Flight and Gate Information**

All flight information is visually displayed for all customers. Ticket and gate agents provide verbal flight information including boarding announcements and any flight irregularity information.

### **Telecommunication Device for the Deaf (TDD)**

TDDs are available at most airports and are appropriately marked. Our customer service agents will be happy to assist you in locating a device.

### **Security Screening**

Airport security screening by the Transportation Security Administration is required for all customers. A hand search may be performed for people with disabilities and private screenings are available upon request.

### **Assistance Before Boarding and Between Flights**

Spirit Airlines personnel are available to assist customers with disabilities in boarding, deplaning and connecting with their flights. We will provide assistance in getting customers to and from gates. However, we are not equipped to provide full monitoring while waiting at the gate. Customers needing assistance in boarding are invited to board first. We will provide transfer service on and off the aircraft using boarding or aisle chairs that are designed for aircraft aisles. If you are making a connection, we will provide assistance between flights using our wheelchair service. If requested and needed, we will make available your own wheelchair from the aircraft cargo compartment for your use during your layover. However, please keep in mind that there is limited time between flights and there might not be appropriate time if there is any assembly and disassembly required.

## Aircraft Accessibility

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### **Seating Accommodations**

We will do our best to honor specific seat requests for customers with disabilities. Assigned seating is offered on a first come first serve basis so we suggest check-in at least one hour prior to departure. Some seats may be restricted in order to comply with FAA safety regulations.

### **Personal-Assist Devices**

Customers may take on-board wheelchairs, walkers, canes, crutches, or other assist devices, in addition to one carry-on item. Devices can be stowed in an overhead bin, underneath the seat or in the forward cargo bin. We can stow any device that meets the size and weight restrictions for approved storage space on the aircraft. Assist devices such as ventilators, respirators, nebulizers may not be used onboard Spirit aircraft. Supplemental (medical) oxygen may not be transported on Spirit Airlines. Spirit Airlines does not provide supplemental (medical) oxygen onboard.

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## **Wheelchair Stowage**

You may check a wheelchair at the ticket counter or the gate. We recommend checking powered equipment that may require disassembly at the ticket counter so we can arrange for proper handling. You may use Spirit's wheelchair equipment after checking a personal wheelchair. Please provide instructions on assembly and disassembly of the wheelchair. If the wheelchair is electric, please identify specific battery type, so employees may establish correct federal "dangerous goods" handling procedures. Detachable items such as seat cushions and footrests can be carried onboard or checked with the wheelchair in the cargo compartment.

## **Onboard Wheelchair**

All of our aircraft have an onboard wheelchair. These wheelchairs are especially designed to fit the aisle of our aircraft and may be used by our customers to move to and from the lavatory. While our flight attendants are trained in the operation of this wheelchair and will assist you with its use, they are not required to lift or carry you.

## **Service Animals**

We welcome service animals trained to assist customers with mobility, visual, and/or hearing disabilities in the aircraft cabin. A service animal must occupy the floor space where the passenger sits and cannot obstruct an aisle or areas that must remain clear for emergency evacuations.

## **In-flight Assistance**

Our flight attendants are qualified to ensure your in-flight safety and comfort. They can assist you in using the onboard wheelchair and stowing and retrieving carry-on-items and opening packages. Flight attendants are not permitted to assist with feeding or personal hygiene or with lavatory functions. They cannot lift or carry you, and they cannot provide medical services such as giving injections. If your medical conditions require others to provide this type of care, please travel with a ticketed companion who can see to these needs during the flight.

## **Arrival**

At your destination airport, Spirit can provide deplaning assistance and make available your personal wheelchair at the gate or at the baggage claim, whichever you prefer. If you choose to have your wheelchair delivered to baggage claim, we will provide wheelchair service to the claim area. To expedite the deplaning process, customers who request wheelchair service will be assisted off the aircraft after all other customers have deplaned.

Although we do not require any information concerning the extent of your disability, the more facts you can share with us about your travel needs, the better we will be able to assist you.

If you encounter problems when traveling with us, feel free to ask our Spirit Airlines customer service personnel for a Complaint Resolution Official (CRO). Our CROs have been specially trained and are aware of applicable Federal Aviation Administration (FAA) and Department of Transportation (DOT) disability regulations. They will be glad to respond to any concerns.

**Thank you for choosing Spirit Airlines!**

**spiritair.com**